CompTIA

Exam Questions 220-1202

CompTIA A+ Certification Exam: Core 2

NEW QUESTION 1
Every time a user loads a specific spreadsheet, their computer is temporarily unresponsive. The user also notices that the title bar indicates the application is not responding. Which of the following would a technician most likely inspect?

A. Anti-malware logs
B. Workstation repair options
C. Bandwidth status as reported in the Task Manager
D. File size and related memory utilization

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
If a system becomes unresponsive while opening a specific spreadsheet, the issue is likely tied to the file??s size or the complexity of its content (e.g., embedded formulas, macros, or graphics). High memory utilization caused by the file can lead to temporary freezing or application "Not Responding" messages. Checking the spreadsheet's file size and monitoring system memory in Task Manager will help isolate performance bottlenecks.
* A. Anti-malware logs are important for security troubleshooting but less likely relevant to spreadsheet-related performance issues.
* B. Workstation repair is for system-wide problems and not necessary for a single-file issue.
* C. Bandwidth relates to network usage and wouldn??t impact opening a local file. Reference:
CompTIA A+ 220-1102 Objective 3.3: Troubleshoot common application issues.
Study Guide Section: Troubleshooting application slowness and performance using Task Manager and resource monitoring tools
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NEW QUESTION 2
The screen of a previously working computer repeatedly displays an OS Not Found error message when the computer is started. Only a USB drive, a keyboard, and a mouse are plugged into the computer. Which of the following should a technician do first?

A. Run data recovery tools on the disk
B. Partition the disk using the GPT format
C. Check boot options
D. Switch from UEFI to BIOS

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
An "OS Not Found" error typically indicates that the computer is attempting to boot from a drive that doesn't contain a valid operating system or bootable partition. The presence of a USB drive might be confusing the boot order. Therefore, the first step a technician should take is to verify and adjust the boot sequence in the system??s firmware (BIOS or UEFI). It's possible that the USB drive is being prioritized over the internal hard drive, which may cause the system to miss the OS entirely.
* A. Running data recovery tools is premature before confirming boot order.
* B. Repartitioning the disk would destroy existing data—this should not be done until confirmed the OS is actually missing.
* D. Switching between UEFI and BIOS (legacy mode) might help in rare cases, but it is not the first step in standard OS boot issue troubleshooting.
Reference:
CompTIA A+ 220-1102 Objective 1.7: Troubleshoot common operating system problems. Study Guide Section: Boot process and boot order configuration.
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NEW QUESTION 3
Recently, the number of users sharing smartphone passcodes has increased. The management team wants a technician to deploy a more secure screen lock method. Which of the following technologies should the technician use?

A. Pattern lock
B. Facial recognition
C. Device encryption
D. Multifactor authentication

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Facial recognition is a biometric authentication method that ties access to a unique physical feature of the user. Unlike passcodes or pattern locks—which can be easily shared—facial recognition provides a more secure and non-transferable form of access. It also enhances user convenience and is widely supported by modern smartphones.
* A. Pattern locks can still be shared and are less secure.
* C. Device encryption protects data but does not prevent screen access if a passcode is shared.
* D. Multifactor authentication typically applies to app or account access, not basic phone unlocking.
Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast common security measures and authentication technologies.
Study Guide Section: Biometric screen lock technologies (e.g., facial recognition, fingerprint)
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NEW QUESTION 4
After a recent mobile OS upgrade to a smartphone, a user attempts to access their corporate email, but the application does not open. A technician restarts the smartphone, but the issue persists. Which of the following is the most likely way to resolve the issue?

A. Updating the failed software
B. Registering the smartphone with an MDM solution
C. Installing a third-party client

D. Clearing the cache partition

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Mobile OS updates can sometimes cause compatibility issues with specific apps, including corporate email clients. The most likely resolution is to check for and apply an update to the affected application, especially if it hasn??t been updated to support the latest OS version.
* B. Registering with MDM might be required for access but wouldn??t address app crashes due to incompatibility.
* C. A third-party client might help, but it??s not the best first step if the default app is expected to work.
* D. Clearing the cache can help resolve some minor issues, but updating the app directly addresses compatibility concerns.
Reference:
CompTIA A+ 220-1102 Objective 3.3: Troubleshoot mobile OS and application issues. Study Guide Section: App compatibility and mobile software updates
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NEW QUESTION 5
Which of the following describes an attack in which an attacker sets up a rogue AP that tricks users into connecting to the rogue AP instead of the legitimate network?

A. Stalkerware
B. Evil twin
C. Tailgating
D. Shoulder surfing

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
An evil twin is a rogue wireless access point set up to mimic a legitimate Wi-Fi network. Unsuspecting users may connect to it, giving attackers the opportunity to intercept traffic, steal credentials, or install malware. The evil twin often uses the same SSID as the real network to fool users.
* A. Stalkerware is spyware installed to track user activity, typically on personal devices.
* C. Tailgating is a physical security breach involving unauthorized entry behind someone with access.
* D. Shoulder surfing involves observing a person entering confidential data, such as PINs or passwords.
Reference:
CompTIA A+ 220-1102 Objective 2.3: Compare and contrast social engineering and wireless attacks.
Study Guide Section: Wireless threats — rogue APs and evil twin scenarios
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NEW QUESTION 6
Which of the following prevents forced entry into a building?

A. PIV card
B. Motion-activated lighting
C. Video surveillance
D. Bollard

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
A bollard is a sturdy physical barrier—often a steel or concrete post—designed to prevent
vehicles or unauthorized individuals from ramming into or entering secure areas of a building. It provides physical security and is commonly used outside entrances to prevent forced entry.
* A. PIV (Personal Identity Verification) cards are used for identity access control, not physical blocking.
* B. Motion lighting may deter activity but doesn??t physically prevent entry.
* C. Surveillance records activity but cannot stop a forced entry. Reference:
CompTIA A+ 220-1102 Objective 2.4: Compare and contrast physical security measures. Study Guide Section: Physical security devices — barriers, bollards, and deterrents

NEW QUESTION 7
A technician needs to configure laptops so that only administrators can enable virtualization technology if needed. Which of the following should the technician configure?

A. BIOS password
B. Guest account
C. Screen lock
D. AutoRun setting

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Virtualization settings are typically found within the BIOS/UEFI firmware configuration. To prevent unauthorized users from changing these settings, the technician should set a BIOS password. This ensures only administrators with the password can access or modify BIOS settings, including virtualization support.
* B. The guest account is a user-level feature in Windows and doesn??t control BIOS access.
* C. A screen lock prevents casual access to the desktop but doesn??t protect firmware settings.
* D. AutoRun controls how media and devices behave when inserted — unrelated to BIOS security.
Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast security measures and administrative controls.
Study Guide Section: BIOS/UEFI settings protection — password implementation

NEW QUESTION 8
Which of the following methods involves requesting a user's approval via a push notification to verify the user's identity?

A. Call
B. Authenticator
C. Hardware token
D. SMS

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Authenticator apps (e.g., Microsoft Authenticator, Google Authenticator, Duo) often support push notifications. When the user logs in, the app sends a push to their mobile device, prompting the user to approve or deny the authentication request — a common and user- friendly form of multi-factor authentication (MFA).
* A. Phone call verification is a separate method involving voice-based confirmation.
* C. Hardware tokens generate one-time codes but do not send push notifications.
* D. SMS sends a text message with a code — again, no push mechanism. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast multi-factor authentication methods.
Study Guide Section: Authentication apps and push notification verification
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NEW QUESTION 9
A technician verifies that a malware incident occurred on some computers in a small office. Which of the following should the technician do next?

A. Quarantine the infected systems
B. Educate the end users
C. Disable System Restore
D. Update the anti-malware and scan the computers

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Once a malware incident has been confirmed, the immediate next step is to contain the threat. Quarantining infected systems prevents the malware from spreading to other devices and isolates the malicious code for further analysis or remediation.
* B. Educating end users is important but occurs later in the incident response process.
* C. Disabling System Restore is part of cleanup, not containment.
* D. Updating and scanning should occur after the system is quarantined to prevent further infection or spread.
Reference:
CompTIA A+ 220-1102 Objective 2.5: Given a scenario, detect, remove, and prevent malware using appropriate tools and methods.
Study Guide Section: Malware removal best practices — Step 2: Quarantine the infected system
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NEW QUESTION 10
A technician is using a credential manager to safeguard a large number of credentials. Which of the following is important for using this application?

A. Restricted log-in times
B. Secure master password
C. TPM module
D. Windows lock screen

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Credential managers or password vaults (e.g., Windows Credential Manager, KeePass, or LastPass) store passwords securely. The integrity of such tools heavily depends on the strength of the master password protecting the vault. If compromised, all saved credentials could be exposed. Therefore, setting a secure master password is crucial.
* A. Login time restrictions are general user account settings, not specific to credential managers.
* C. TPM is used more commonly for full disk encryption, not specifically required for password managers.
* D. The lock screen protects general access but does not protect stored credentials alone. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast authentication technologies and secure credential storage.
Study Guide Section: Password management and protection best practices
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NEW QUESTION 10
Which of the following is used to apply corporate restrictions on an Apple device?

A. App Store
B. VPN configuration
C. Apple ID
D. Management profile

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
A management profile is used to enforce corporate policies on Apple devices. These profiles are installed via an MDM (Mobile Device Management) solution and control access, restrictions,Wi-Fi settings, app installations, and more. They??re critical for managing devices in a business environment.

* A. The App Store allows software downloads but doesn??t control policies.
* B. VPN configuration is used for secure remote connections, not enforcement of restrictions.
* C. Apple ID is for personal account access to Apple services, not corporate device management.
Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast security tools and MDM features.
Study Guide Section: Mobile device management and configuration profiles (Apple/iOS)
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NEW QUESTION 14
Which of the following file types would a desktop support technician most likely use to automate tasks for a Windows user log-in?

A. .bat
B. .sh
C. .py
D. .js

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
* A .bat file (batch file) is a script file in DOS, OS/2, and Microsoft Windows. It contains a series of commands that are executed by the command-line interpreter. In Windows environments, batch files are commonly used to automate log-in tasks, such as mapping network drives, launching applications, or setting environment variables during the user's logon process.
* B. .sh is a shell script used in Linux/Unix environments.
* C. .py is a Python script, which can be used for automation but is not commonly run directly at user logon in standard Windows environments.
* D. .js is JavaScript, used mainly in web development and not for system-level scripting in Windows logon automation.
Reference:
CompTIA A+ 220-1102 Objective 1.3: Use appropriate Microsoft operating system features and tools.
Study Guide Section: Scripting basics and file types for automation — .bat for Windows
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NEW QUESTION 15
A customer is unable to open some files on their system. Each time the customer attempts to open a file, the customer receives a message that the file is encrypted. Which of the following best describes this issue?

A. Keylogger
B. Ransomware
C. Phishing
D. Cryptominer

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Ransomware is a type of malware that encrypts the user's files and demands a payment (ransom) for the decryption key. When a user receives a message stating that their files are encrypted and cannot be accessed, ransomware is the most likely cause. The attacker??s goal is to hold the data hostage until the victim pays to restore access.
* A. Keylogger records keystrokes and doesn??t encrypt files.
* C. Phishing is a social engineering tactic to gather credentials, not to encrypt data.
* D. Cryptominer uses system resources to mine cryptocurrency, not encrypt files. Reference:
CompTIA A+ 220-1102 Objective 2.3: Compare and contrast common types of malware and threats.
Study Guide Section: Ransomware behavior and user impact
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NEW QUESTION 20
A company recently transitioned to a cloud-based productivity suite and wants to secure the environment from external threat actors. Which of the following is the most effective method?

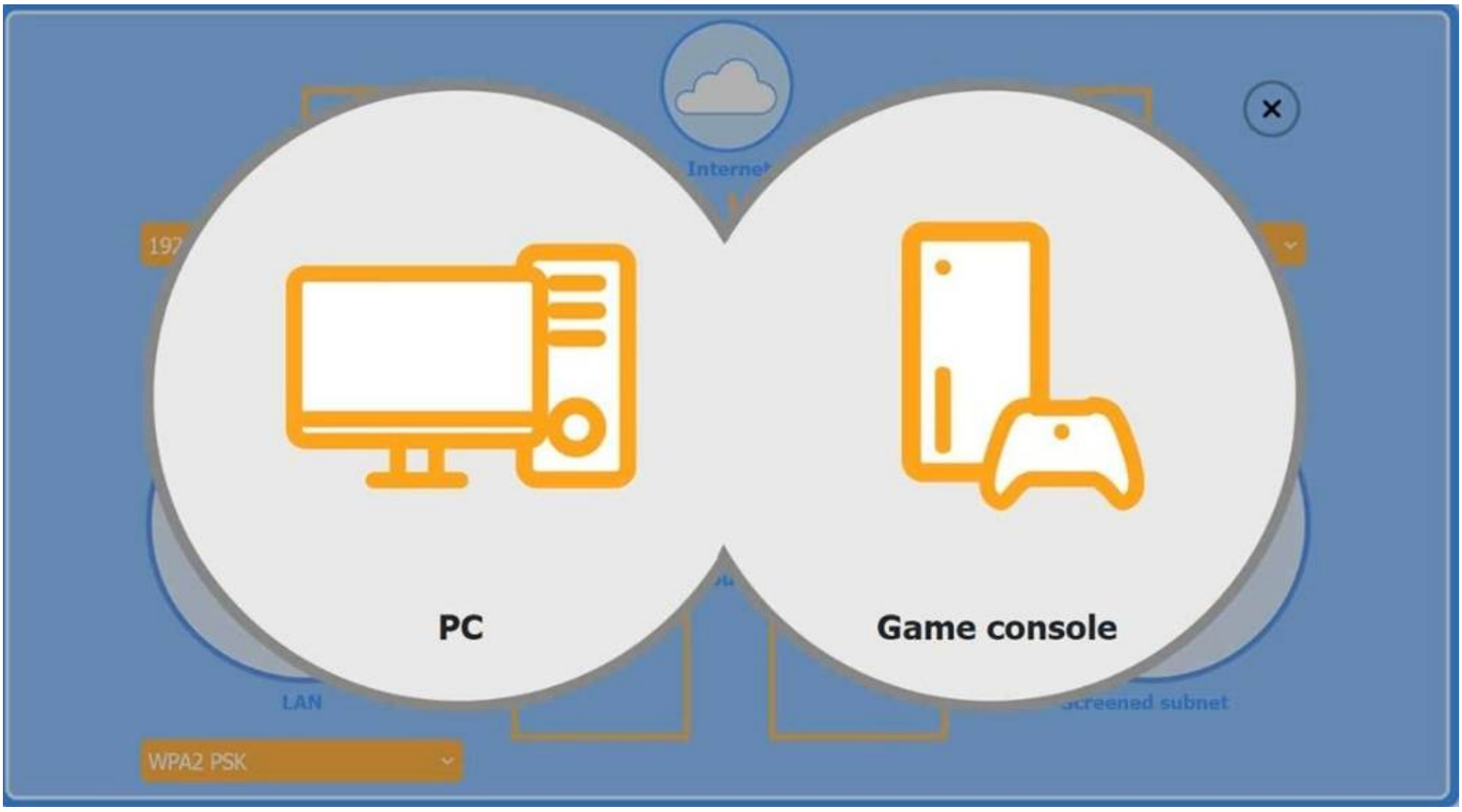
A. Multifactor authentication
B. Encryption
C. Backups
D. Strong passwords

Answer: A

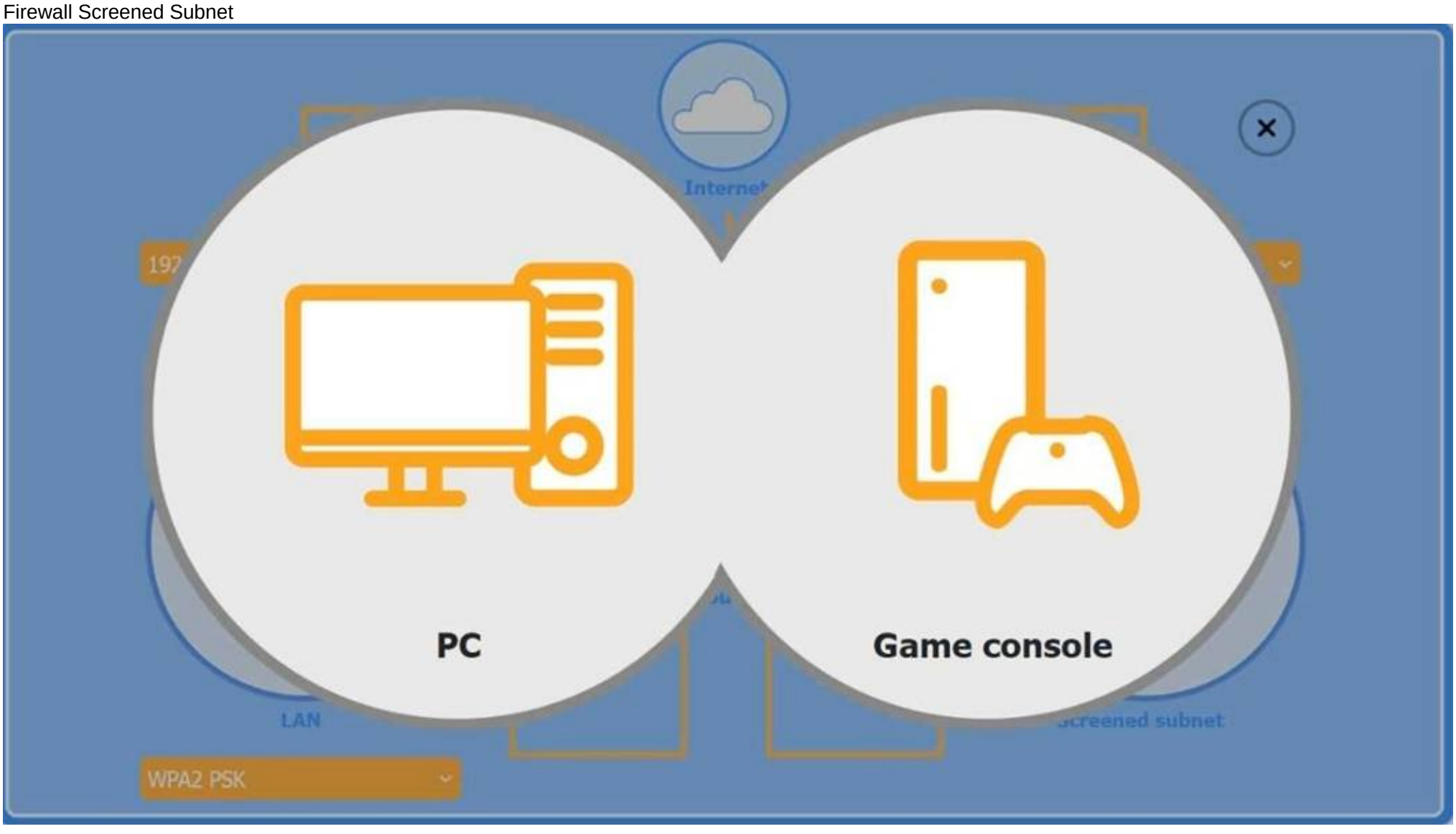
Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Multifactor authentication (MFA) is considered one of the most effective security measures for cloud environments. It requires users to verify their identity using two or more factors (e.g., password + phone app code), making it significantly harder for external attackers to gain access, even if the primary password is compromised.
* B. Encryption is important for data protection but doesn??t prevent unauthorized logins.
* C. Backups protect against data loss but don??t stop breaches.
* D. Strong passwords are helpful but can still be phished or cracked — MFA adds a critical
extra layer. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast authentication technologies. Study Guide Section: Cloud security best practices — MFA and access control

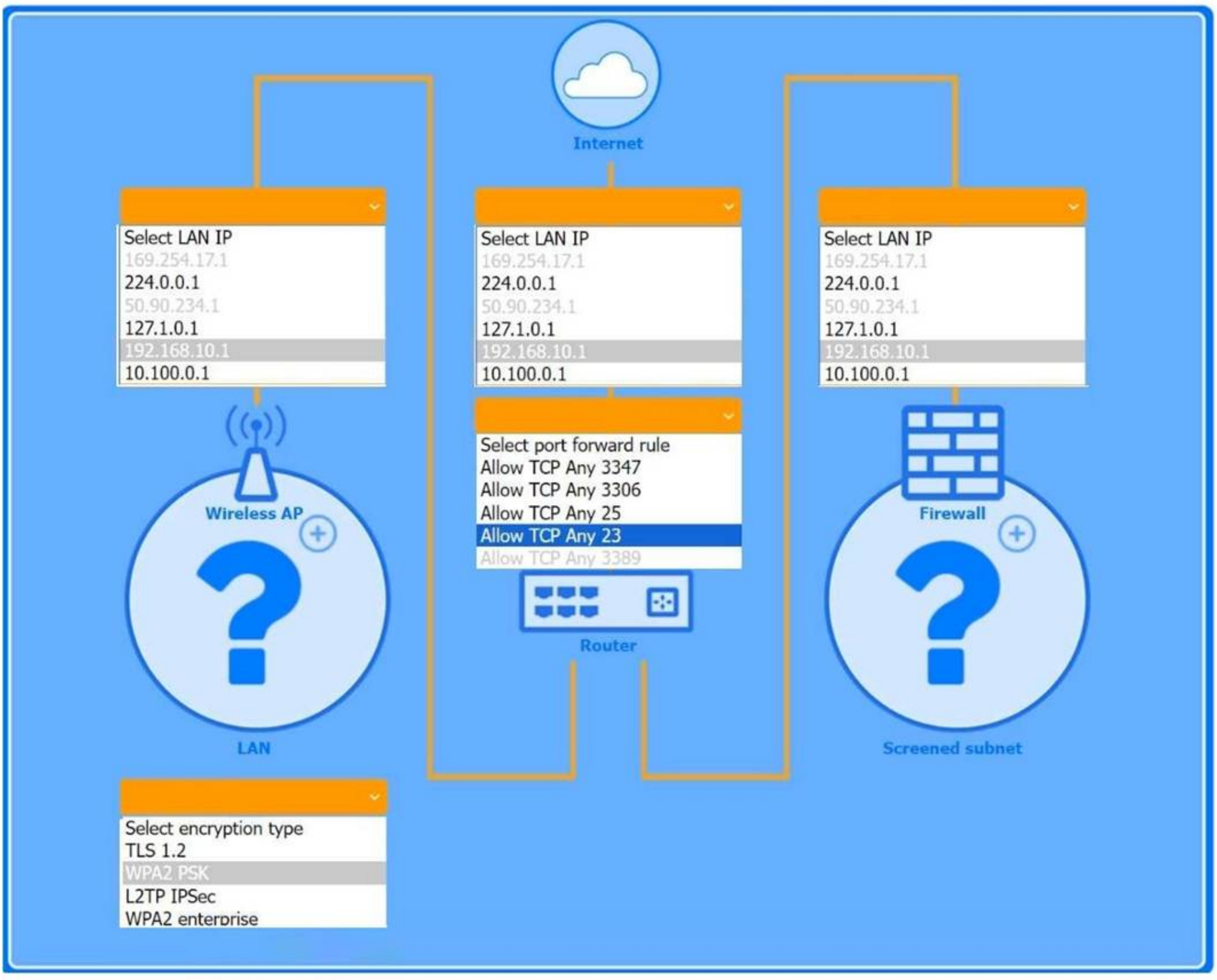
NEW QUESTION 22
SIMULATION

You are configuring a home network for a customer. The customer has requested the ability to access a Windows PC remotely, and needs all chat and optional functions to work in their game console.
INSTRUCTIONS
Use the drop-down menus to complete the network configuration for the customer. Each option may only be used once, and not all options will be used.
Then, click the + sign to place each device in its appropriate location.
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.
Wireless AP LAN



Firewall Screened Subnet





A. Mastered
B. Not Mastered

Answer: A

Explanation:
The completed configuration:
* 1. Wireless AP (LAN side) 1. LAN IP: 192.168.10.1
* 2. Encryption: WPA2 PSK
* 2. Router (port-forward rule)
* 1. Allow TCP Any 3389
This forwards inbound RDP traffic (TCP/3389) from the Internet to the Windows PC, enabling Remote Desktop access.
* 3. Firewall (screened subnet side) 1. LAN IP: 10.100.0.1
* 4. Device placement
* 1. PC: place behind the router (where the port-forward rule points).
* 2. Game console: place on the Wireless AP (so it can use chat and extra services over WPA2 PSK).
* 3. Firewall: place in front of the screened subnet (with its 10.100.0.1 IP facing that subnet).
? The Windows PC is placed in the screened subnet (behind the firewall) for enhanced security. Remote access to this PC requires port forwarding of TCP port 3389 (RDP), which is correctly configured through the router.
? The Game Console is placed on the Wireless AP LAN, using WPA2 PSK for a secure wireless connection. Game consoles typically use peer-to-peer chat and online services that require open access without firewall restrictions, which is why the console is not placed behind the firewall.
CompTIA A+ 220-1102 Reference Points:
? Objective 3.4: Given a scenario, implement best practices associated with data and device security.
? Objective 2.4: Given a scenario, use appropriate tools to support and configure network settings.
? Study Guide Reference: CompTIA A+ Core 2 guides recommend using screened subnets (a type of DMZ) for systems needing controlled external access, such as remote desktops, while placing gaming and media devices on less restricted networks for full functionality.

NEW QUESTION 23
A technician is troubleshooting an issue in which a service runs momentarily and stops at certain points in the process. The technician needs to determine the root cause of this issue. Which of the following tools should the technician use?

A. Event Viewer
B. Task Manager

C. Internet Options
D. Process Explorer

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Event Viewer is the best tool to analyze the root cause of service failures in Windows. It provides detailed logs from system processes, including errors, warnings, and crash reports related to services and applications. When a service starts and stops unexpectedly, Event Viewer will often record the cause, such as dependency failures or access violations.
* B. Task Manager shows active processes but doesn't retain logs or causes of failure.
* C. Internet Options is used for configuring browser settings, not troubleshooting services.
* D. Process Explorer is powerful but more suited for live monitoring and detailed process trees, not post-failure log analysis.
Reference:
CompTIA A+ 220-1102 Objective 3.1: Given a scenario, troubleshoot common Windows OS problems.
Study Guide Section: Log file analysis using Event Viewer
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NEW QUESTION 26
An end user's laptop is having network drive connectivity issues in the office. The end user submits a help desk ticket, and a support technician is able to establish a remote connection and fix the issue. The following day, however, the network drive is disconnected again. Which of the following should the technician do next?

A. Connect remotely to the user's computer to see whether the network drive is still connected.
B. Send documentation about how to fix the issue in case it reoccurs.
C. Escalate the ticket to the next level.
D. Keep the ticket open until next day, then close the ticket.

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Since the issue has recurred after a temporary fix, it is likely a deeper or persistent configuration or server issue. Escalating the ticket to the next tier of support (e.g., network or system administrator) ensures further investigation and permanent resolution. Escalation is part of the standard support protocol when issues reoccur despite initial troubleshooting.
* A. Rechecking remotely may confirm the issue, but doesn??t resolve it long term.
* B. Providing documentation helps the user but doesn??t solve the root cause.
* D. Keeping the ticket open is passive and doesn??t address the recurring issue. Reference:
CompTIA A+ 220-1102 Objective 4.1: Given a scenario, implement best practices associated with documentation and support systems information.
Study Guide Section: Escalation procedures and ticket management
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NEW QUESTION 30
An employee is using a photo editing program. Certain features are disabled and require a log-in, which the employee does not have. Which of the following is a way to resolve this issue?

A. License assignment
B. VPN connection
C. Application repair
D. Program reinstallation

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Many modern commercial software applications (including photo editors like Adobe Photoshop) offer tiered features based on user subscriptions or license levels. If certain features are locked and prompt for a login, the issue is likely due to a missing or unassigned software license. Assigning the correct license through a centralized license management system (such as Adobe Admin Console or Microsoft 365 portal) will enable those features.
* B. VPN connection does not affect local software licensing.
* C. Repairing the application does not resolve license entitlement.
* D. Reinstalling the software won??t help unless the license is assigned. Reference:
CompTIA A+ 220-1102 Objective 3.3: Troubleshoot common software and application issues.
Study Guide Section: Troubleshooting licensing and access control for applications
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NEW QUESTION 32
Which of the following is the quickest way to move from Windows 10 to Windows 11 without losing data?

A. Using gpupdate
B. Image deployment
C. Clean install
D. In-place upgrade

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
An in-place upgrade is the fastest and most efficient way to upgrade from Windows 10 to Windows 11 while keeping all user data, applications, and settings intact. This method is often used when the hardware meets Windows 11 requirements and no system reconfiguration is necessary.
* A. gpupdate is used to refresh Group Policy settings — unrelated to OS upgrades.
* B. Image deployment typically replaces the current OS and may not retain user data unless specifically customized.

* C. A clean install requires formatting the drive and starting fresh, which removes all data. Reference:
CompTIA A+ 220-1102 Objective 1.4: Given a scenario, use appropriate Microsoft operating system installation methods.
Study Guide Section: In-place upgrade vs. clean install methods
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NEW QUESTION 36
Which of the following provides information to employees, such as permitted activities when using the organization's resources?

A. AUP
B. MNDA
C. DRM
D. EULA

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
An Acceptable Use Policy (AUP) outlines the rules and guidelines for employees or users regarding the appropriate use of company systems, resources, and internet access. It defines permitted and prohibited activities, helping to mitigate security risks and establish clear behavioral expectations.
* B. MNDA (Mutual Non-Disclosure Agreement) deals with confidentiality, not usage guidelines.
* C. DRM (Digital Rights Management) controls access to copyrighted content.
* D. EULA (End User License Agreement) pertains to software licensing, not internal policies.
Reference:
CompTIA A+ 220-1102 Objective 4.3: Explain common safety and environmental impacts and procedures.
Study Guide Section: Organizational policies — AUP, security best practices
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NEW QUESTION 37
A technician is preparing to replace the batteries in a rack-mounted UPS system. After ensuring the power is turned off and the batteries are fully discharged, the technician needs to remove the battery modules from the bottom of the rack. Which of the following steps should the technician take?

A. Ensure the fire suppression system is ready to be activated.
B. Use appropriate lifting techniques and guidelines.
C. Place the removed batteries in an antistatic bag.
D. Wear a face mask to filter out any harmful fumes.

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
UPS batteries are heavy and often located at the bottom of racks to maintain balance. Safe removal requires the use of correct lifting techniques to avoid injury. OSHA and workplace safety standards emphasize ergonomic handling when dealing with heavy equipment.
* A. Fire suppression readiness is important for fire safety but not specifically relevant to battery removal.
* C. Antistatic bags are for electronic components, not heavy battery modules.
* D. A face mask is not generally necessary unless there is a chemical leak, which is not indicated here.
Reference:
CompTIA A+ 220-1102 Objective 4.3: Explain common safety and environmental impacts and procedures.
Study Guide Section: Safe handling procedures — lifting techniques, battery handling
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NEW QUESTION 42
An application's performance is degrading over time. The application is slowing, but it never gives an error and does not crash. Which of the following tools should a technician use to start troubleshooting?

A. Reliability history
B. Computer management
C. Resource monitor
D. Disk

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract: Resource Monitor provides real-time monitoring of system performance and resource usage, including CPU, memory, disk, and network usage. It helps technicians identify performance bottlenecks (e.g., high memory or CPU usage) that can cause slowdowns in applications over time without producing crash errors.
* A. Reliability history logs application crashes or errors — not helpful if the app doesn??t crash.
* B. Computer Management is a broad utility with limited real-time monitoring capability.
* D. Disk is too vague — tools like CHKDSK can help with disk errors but not general performance degradation.
Reference:
CompTIA A+ 220-1102 Objective 3.2: Given a scenario, troubleshoot common personal computer issues.
Study Guide Section: System performance tools — Resource Monitor, Task Manager
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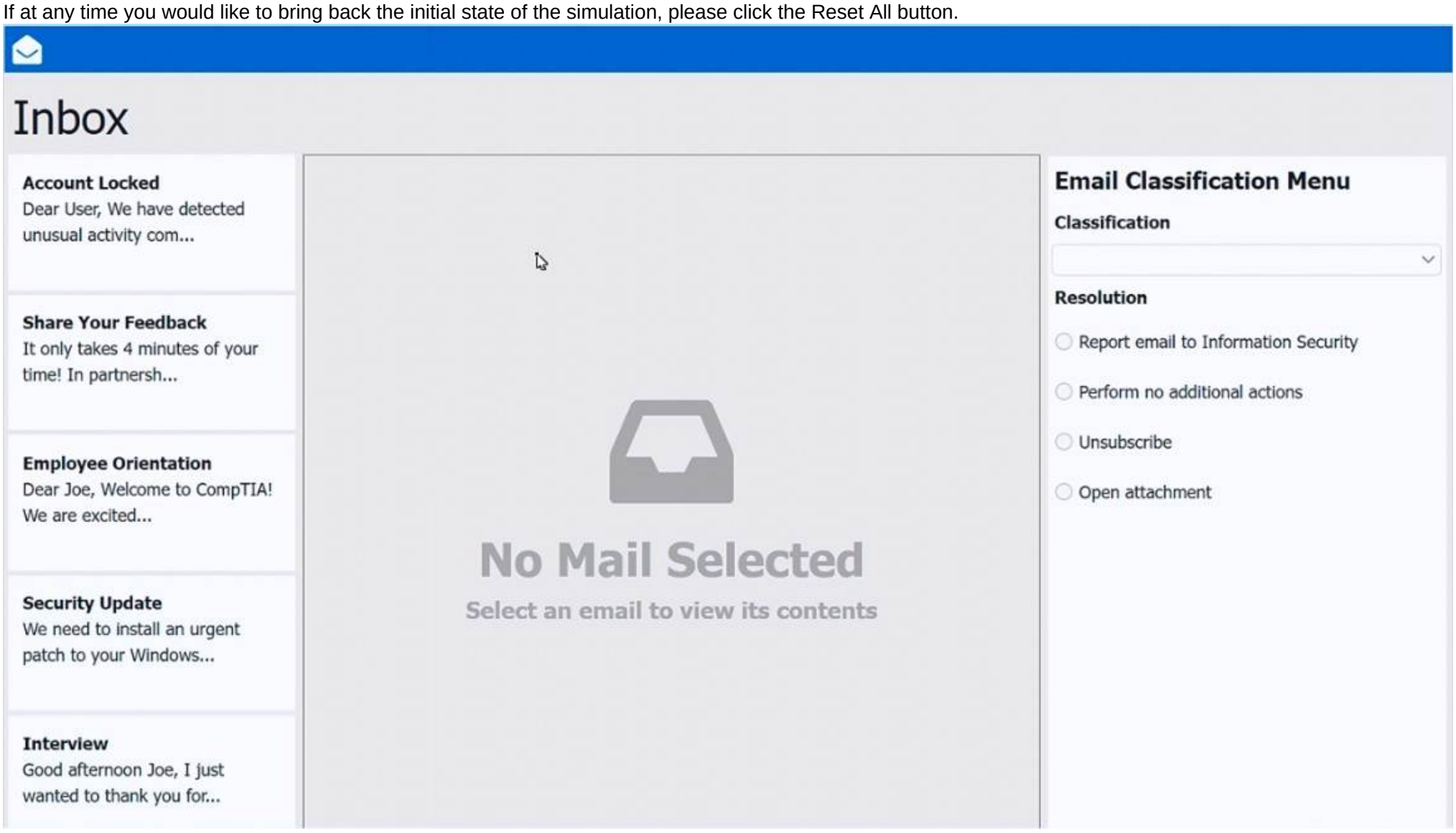
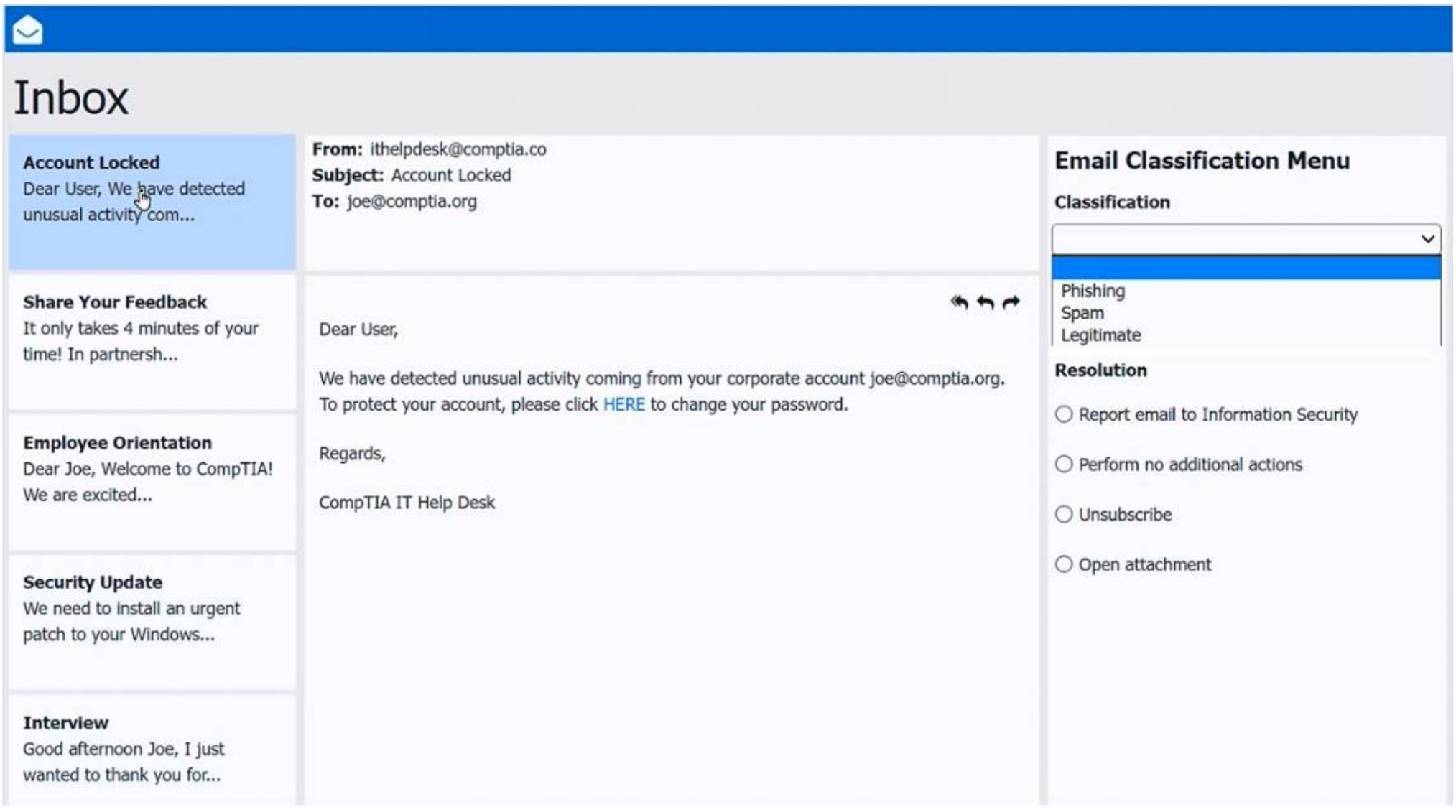
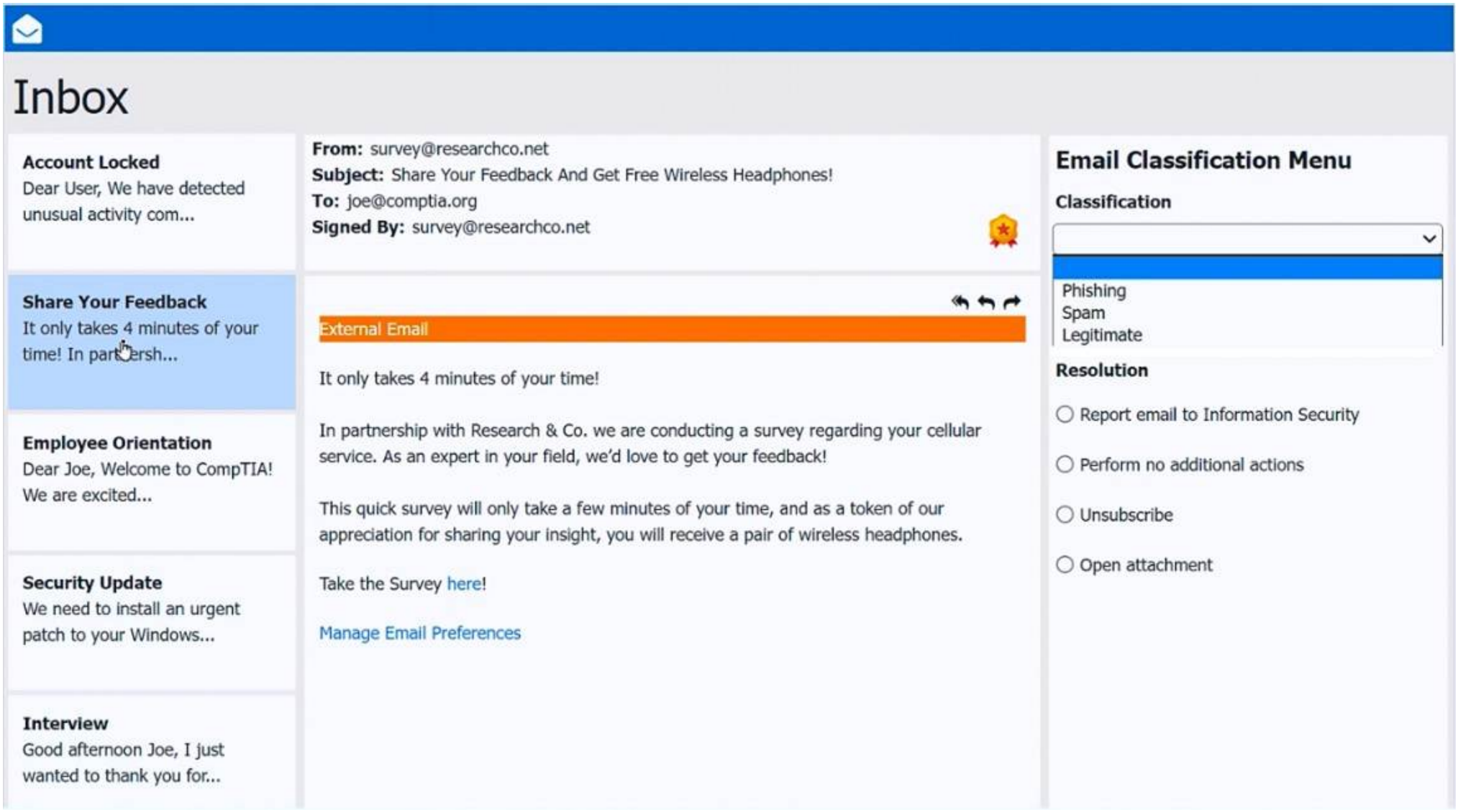
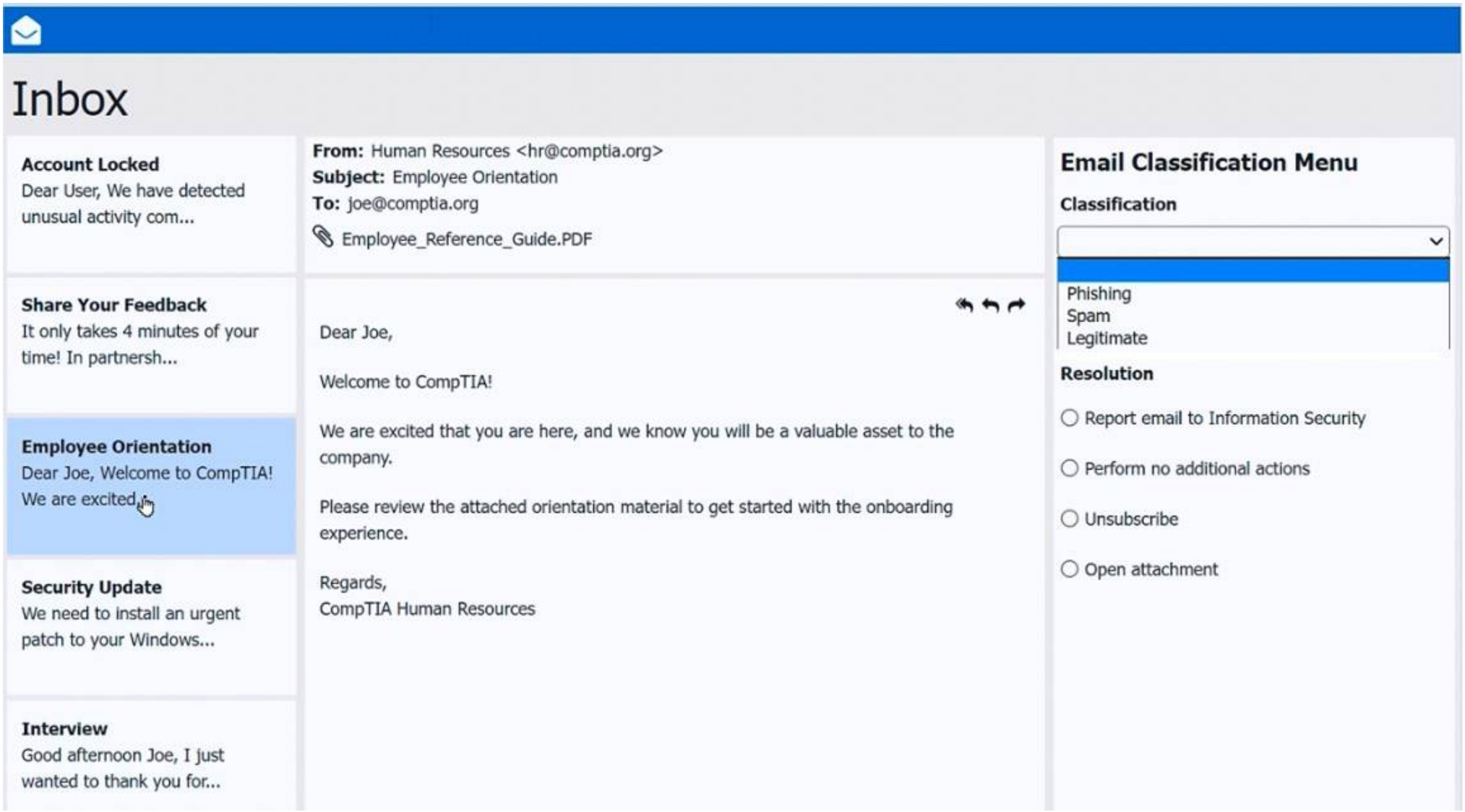
NEW QUESTION 46
SIMULATION
As a corporate technician, you are asked to evaluate several suspect email messages on a client's computer. Corporate policy requires the following:
>All phishing attempts must be reported.
>Future spam emails to users must be prevented. INSTRUCTIONS

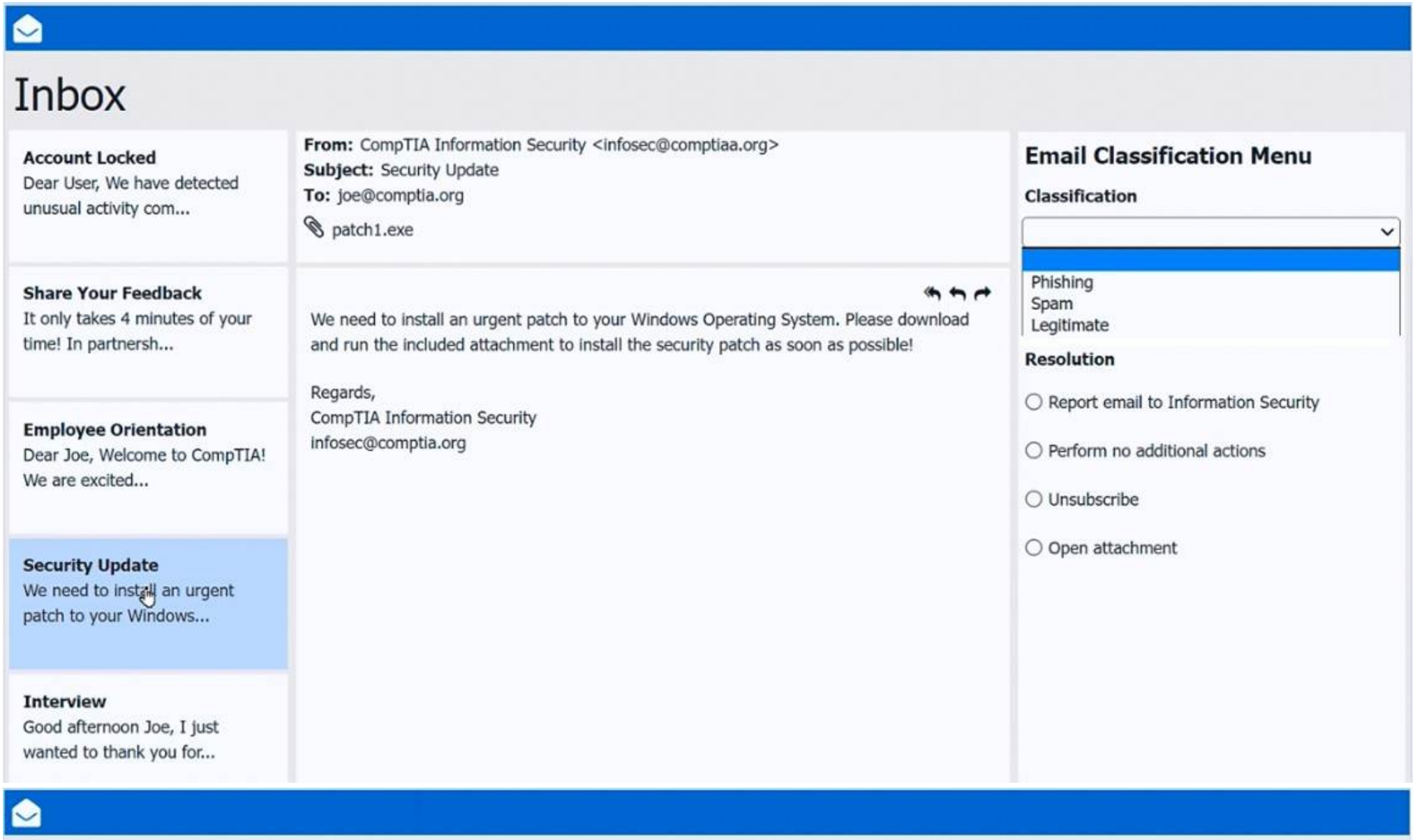
Review each email and perform the following within the email:
>Classify the emails
>Identify suspicious items, if applicable, in each email
>Select the appropriate resolution
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

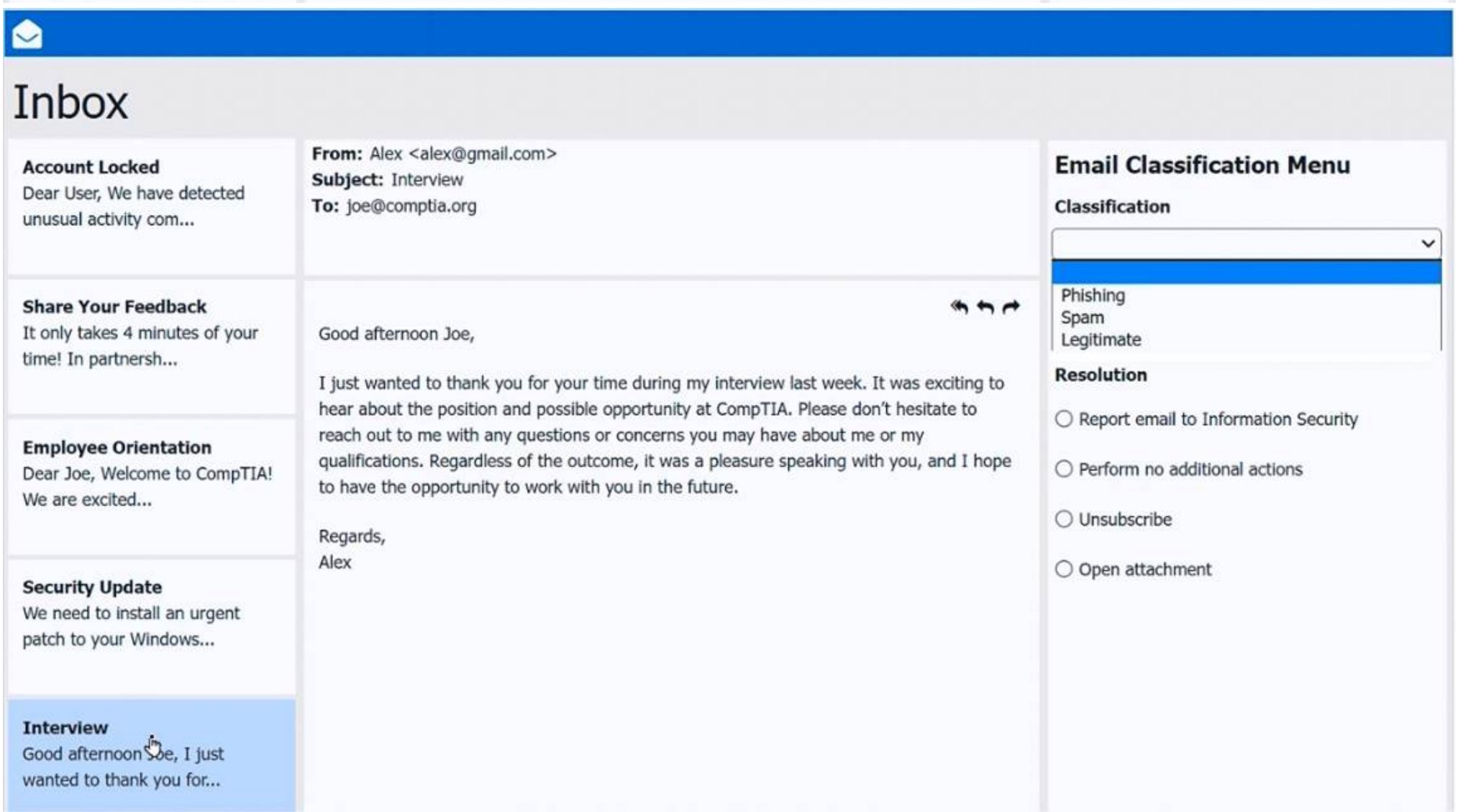





Inbox
Account Locked
Dear User, We have detected unusual activity com...
Share Your Feedback
It only takes 4 minutes of your time! In partnersh...
Employee Orientation
Dear Joe, Welcome to CompTIA! We are excited...
Security Update
We need to install an urgent patch to your Windows...
Interview
Good afternoon Joe, I just wanted to thank you for...
From: survey@researchco.net
Subject: Share Your Feedback And Get Free Wireless Headphones!
To: joe@comptia.org
Signed By: survey@researchco.net
External Email
It only takes 4 minutes of your time!
In partnership with Research & Co. we are conducting a survey regarding your cellular service. As an expert in your field, we'd love to get your feedback!
This quick survey will only take a few minutes of your time, and as a token of our appreciation for sharing your insight, you will receive a pair of wireless headphones.
Take the Survey here!
Manage Email Preferences
Email Classification Menu
Classification
Phishing
Spam
Legitimate
Resolution
Report email to Information Security
Perform no additional actions
Unsubscribe
Open attachment


Inbox
Account Locked
Dear User, We have detected unusual activity com...
Share Your Feedback
It only takes 4 minutes of your time! In partnersh...
Employee Orientation
Dear Joe, Welcome to CompTIA! We are excited...
Security Update
We need to install an urgent patch to your Windows...
Interview
Good afternoon Joe, I just wanted to thank you for...
From: Human Resources <hr@comptia.org>
Subject: Employee Orientation
To: joe@comptia.org
Employee_Reference_Guide.PDF
Dear Joe,
Welcome to CompTIA!
We are excited that you are here, and we know you will be a valuable asset to the company.
Please review the attached orientation material to get started with the onboarding experience.
Regards,
CompTIA Human Resources
Email Classification Menu
Classification
Phishing
Spam
Legitimate
Resolution
Report email to Information Security
Perform no additional actions
Unsubscribe
Open attachment





A. Mastered
B. Not Mastered

Answer: A

Explanation:
Inbox mail 1 -Account Locked- Phishing - Report email to Information Security
Inbox mail 2 -Share your feedback - Legitimate - Perform no additional actions
Inbox mail 3 –Employee orientation - Legitimate - Perform no additional actions
Inbox mail 4 –Security Update – Spam - Report email to Information Security
Inbox mail 5 –Interview - Legitimate - Perform no additional actions

NEW QUESTION 49
A technician is assigned to offboard a user. Which of the following are common tasks on an offboarding checklist? (Choose two.)

A. Quarantine the hard drive in the user's laptop.
B. Deactivate the user's key fobs for door access.
C. Purge all PII associated with the user.
D. Suspend the user's email account.
E. Turn off the network ports underneath the user's desk.
F. Add the MAC address of the user's computer to a blocklist.

Answer: BD

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
User offboarding involves disabling the departing user's access to company systems and facilities. Two key tasks typically include:
? Deactivating physical access credentials (e.g., key fobs or badges) to prevent unauthorized entry (B).
? Suspending or disabling the user??s email account to prevent future use and to retain business communications (D).
* A. Quarantining a hard drive is not standard unless malware or legal issues are involved.
* C. Purging PII must follow legal retention policies; it's not typically an immediate offboarding task.
* E. Disabling network ports may be relevant in some cases but is not a standard offboarding step.
* F. Blocking MAC addresses is not typical unless the device is considered a security threat. Reference:
CompTIA A+ 220-1102 Objective 4.1: Given a scenario, implement proper documentation and offboarding procedures.
Study Guide Section: User lifecycle management — onboarding and offboarding tasks
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NEW QUESTION 53
Which of the following is used to detect and record access to restricted areas?

A. Bollards
B. Video surveillance
C. Badge readers
D. Fence

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Badge readers are electronic access control systems that require authorized users to scan a badge (e.g., RFID or magnetic strip cards) to gain access to restricted physical locations. These systemstypically log all access attempts—successful or denied—providing both detection and recording of access events.
* A. Bollards are physical barriers to prevent vehicle access.
* B. Video surveillance can record access visually but does not track identity unless integrated with access control systems.
* D. A fence restricts access but doesn't detect or record who entered. Reference:
CompTIA A+ 220-1102 Objective 2.4: Compare and contrast physical security measures.
Study Guide Section: Physical access controls (e.g., badge readers, mantraps)

NEW QUESTION 56
An organization is experiencing an increased number of issues. A technician notices applications that are not installed by default. Users are reporting an increased number of system prompts for software licensing. Which of the following would the security team most likely do to remediate the root cause?

A. Deploy an internal PKI to filter encrypted web traffic.
B. Remove users from the local admin group.
C. Implement stronger controls to block suspicious websites.
D. Enable stricter UAC settings on Windows.

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
If unauthorized or non-standard applications are appearing on systems and users are receiving licensing prompts, it??s likely users are installing software themselves. Removing users from the local administrators group will prevent them from installing software without approval and reduce the likelihood of introducing unapproved or malicious programs.
* A. Deploying a PKI helps with secure communications but doesn??t address user software installation rights.
* C. Blocking suspicious websites is helpful but doesn??t prevent local installations.
* D. Stricter UAC may add prompts but can still be bypassed by admin users. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast access control methods and user privilege settings.
Study Guide Section: Principle of least privilege and managing local admin rights
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NEW QUESTION 58
A user's new smartphone is not staying charged throughout the day. The smartphone charges fully every night. Which of the following should a technician review first to troubleshoot the issue?

A. Storage usage
B. End of software support
C. Charger wattage
D. Background applications

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract: Background applications can significantly drain a smartphone??s battery, even when the device is idle. A technician should first review which apps are running in the background

and consuming power through the battery usage section of the OS. Disabling or restricting power-hungry apps often resolves poor battery life.
* A. Storage usage doesn??t significantly affect battery life.
* B. End of software support is unrelated to battery performance unless it's causing inefficient processes, which would still be secondary.
* C. Charger wattage affects charging speed, not battery life after charging. Reference:
CompTIA A+ 220-1102 Objective 3.3: Troubleshoot common mobile OS and application issues.
Study Guide Section: Diagnosing battery and app performance issues on mobile devices

NEW QUESTION 62
A user reports some single sign-on errors to a help desk technician. Currently, the user is able tosign in to the company's application portal but cannot access a specific SaaS-based tool. Which of the following would the technician most likely suggest as a next step?

A. Reenroll the user's mobile device to be used as an MFA token
B. Use a private browsing window to avoid local session conflicts
C. Bypass single sign-on by directly authenticating to the application
D. Reset the device being used to factory defaults

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
SSO issues are often related to cached session data, cookies, or browser artifacts. The fact that the user can access the company portal but not one specific SaaS tool suggests a session or token problem. Using a private/incognito browsing window allows a clean session to be initiated, which often resolves SSO conflicts.
* A. Reenrolling MFA is not related unless access issues stem from failed multifactor authentication.
* C. Bypassing SSO may not be possible depending on the SaaS tool and company policies.
* D. Factory resetting a device is a last resort and unnecessary in this case. Reference:
CompTIA A+ 220-1102 Objective 3.3: Troubleshoot common software, application, and OS security issues.
Study Guide Section: Troubleshooting login and authentication issues, especially with SSO services.
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NEW QUESTION 67
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